

ABSTRACT

A network for providing a telecommunications service with automatic speech recognition to a telecommunications user, including a switch in communication with a telecommunications device used by the telecommunications user for detecting a trigger specific to the telecommunications service in response to a communication from the telecommunications device, and an intelligent resource server in communication with the switch for receiving the communication from the telecommunications device via the switch, for playing an audible message for the telecommunications user in response to receiving the communication, the message prompting the telecommunications user to modify a call forwarding profile associated with the telecommunications user, and for automatically recognizing a predetermined keyword spoken by the telecommunications user in response to the message.